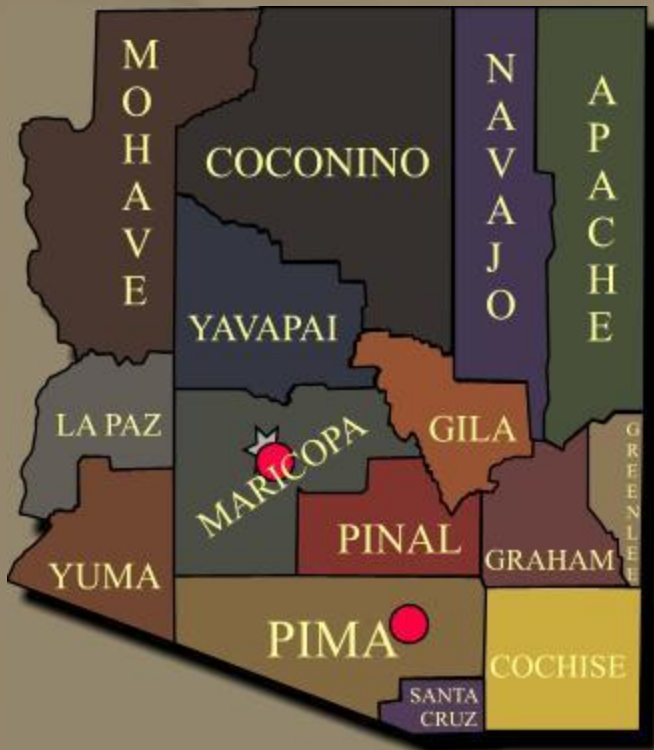
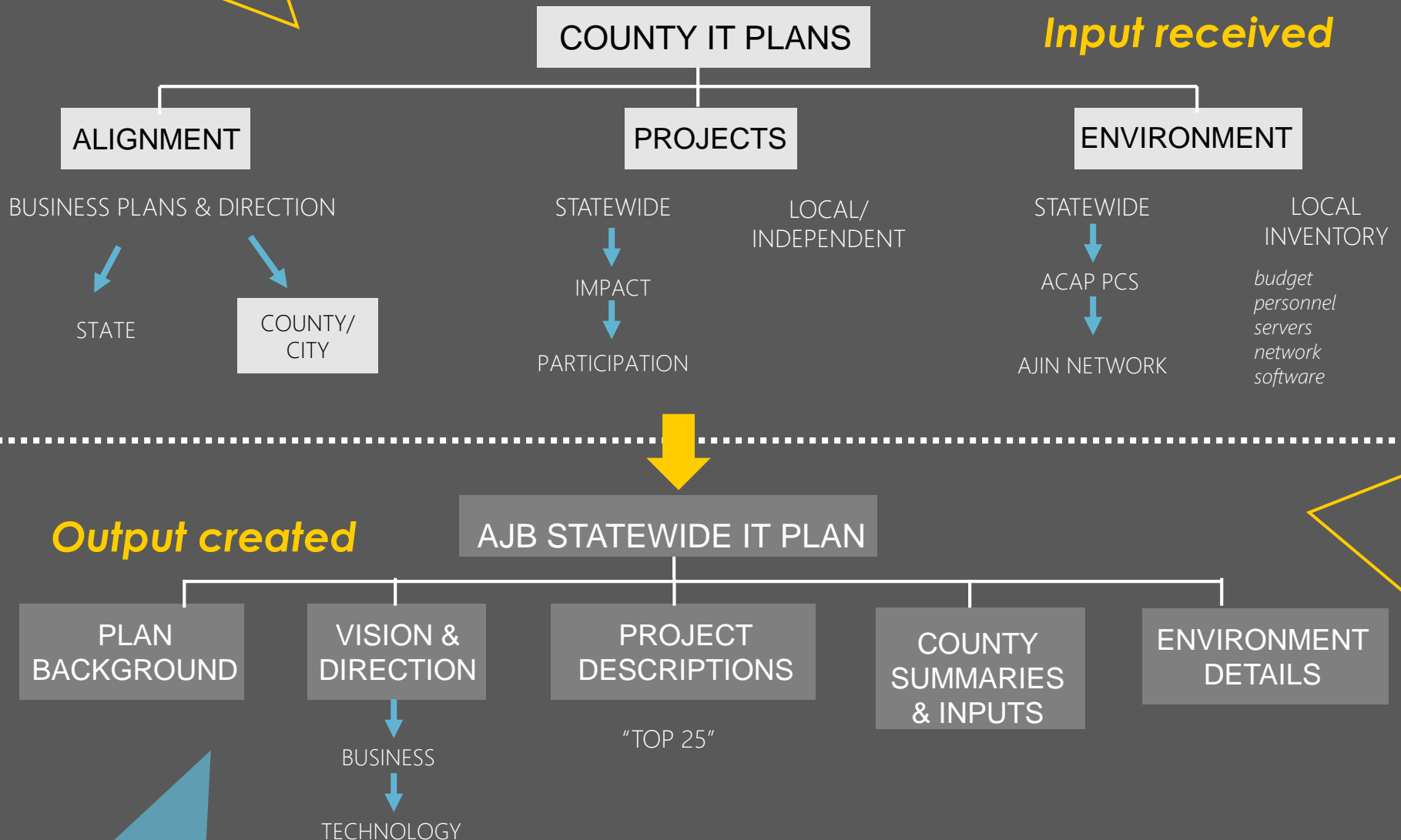


COUNTY COURTS' INFORMATION TECHNOLOGY STRATEGIC PLAN UPDATES 2018-2020

Commission on Technology
Analysis, Review, and Approval
June 1, 2017



GENERAL CONTEXT OF IT PLANNING



2018-2020 ITSP Development

- ▶ COT directed **“lite process”** for plan updates in urban LJs and superior courts on annual submittal timeline; rurals remained as is
- ▶ Continued **two-step planning approach**
- ▶ Collected **business drivers** first; **no February COT** to share them
- ▶ Collected updated **IT initiatives, projects, and inventories**
 - Focused on **project lifecycle and alignment** information
 - Inventory relied largely on AOCs **ACAP billing** numbers
 - Updated some **statewide projects’** impact information
- ▶ Will recap **notable accomplishments, plans, and issues** in risk analysis approach, then request approval for each plan
- ▶ Will **communicate** COT decision/concerns to each presiding judge

Recap of the “Lite” Process FY18-20

- ▶ Business input merely a comparison to previous year local and statewide initiatives
- ▶ New accomplishments input for calendar year
- ▶ Reviewed statewide initiative text, impacts, timelines
- ▶ Technical input limited to project summary info and enterprise architecture comparison to targets
- ▶ No inventory updates or counts included
- ▶ No input from ACAP courts in Pima and Maricopa
- ▶ AOC dealt with non-ACAP LJ contacts directly
 - 7 in Maricopa, 2 in Pima

COT Review/Approval of Projects

- ▶ **Recognizing** in concept the local needs, initiatives, and drivers for technology projects
- ▶ **Approving** only specific projects that clearly conform to existing standards and directions and have sufficient detail provided in plan
- ▶ Not approving, but **acknowledging**, general references to projects which are pending future additional information to be provided
- ▶ **Rejecting** specific projects that appear to run counter to adopted directions and priorities
- ▶ **Reminding** all courts that referencing a project in an IT plan does not constitute a project investment justification, request for service, or a project plan as required by COT's project methodology



MACRO TRENDS

Access and Fairness in the spotlight:

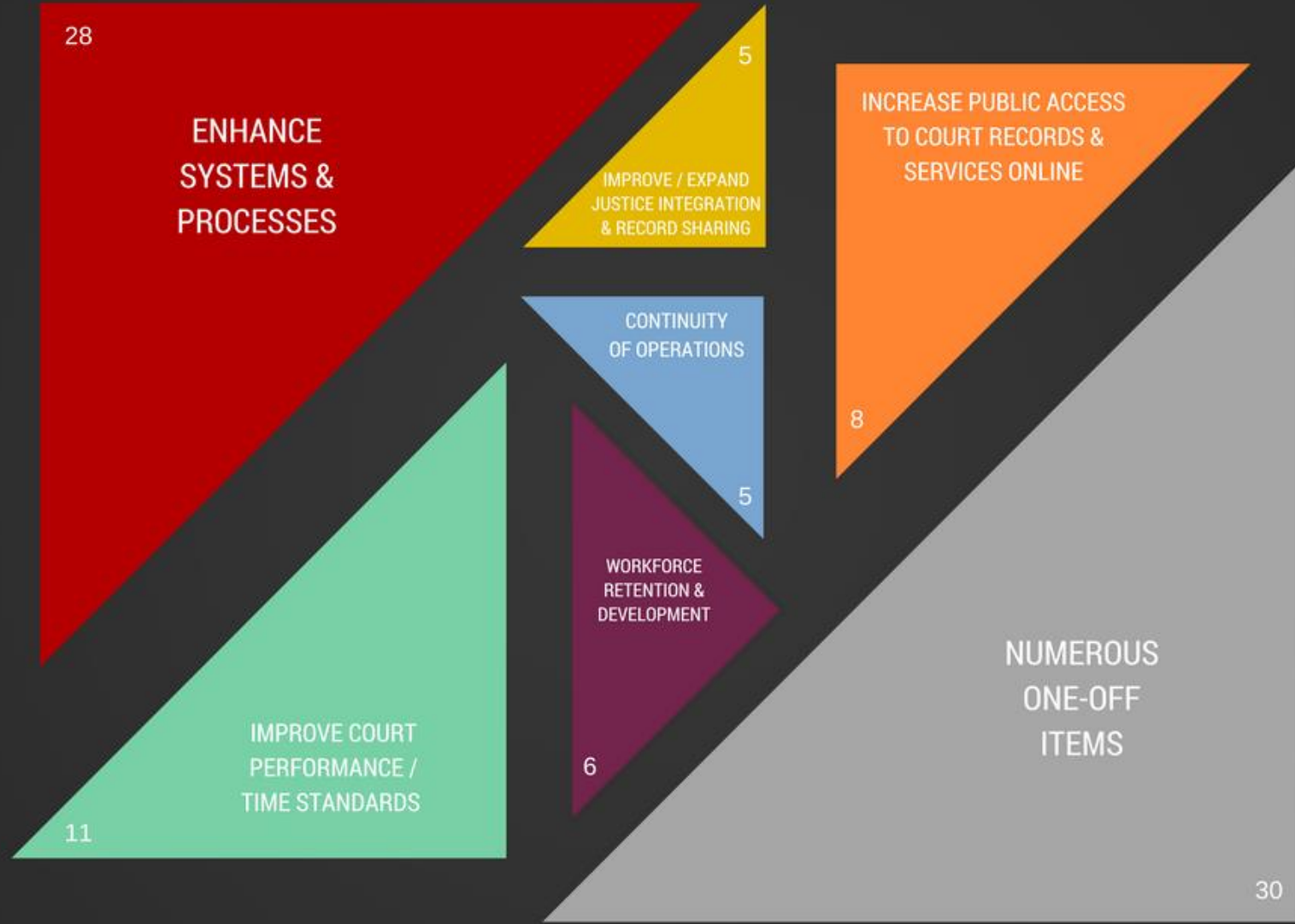
1. Reduce the costs, time, and complexity of traditional dispute resolution processes
2. Improve the trust of minority and economically disadvantaged communities
3. Grow online solutions to expand access to courts
4. Demonstrate a commitment to fair, impartial, and accountable courts
5. Provide judicial leaders with additional governance skills

An Unfortunate Arizona Trend

- Financial storm clouds prompting radical proposals for structural changes in
 - **Cochise (Douglas courts)**
 - **Navajo**
 - **La Paz**
 - **Tucson/Pima**
- Mesa requiring revenue increase to stave off staff cuts



WHAT THE PLANS SAY...

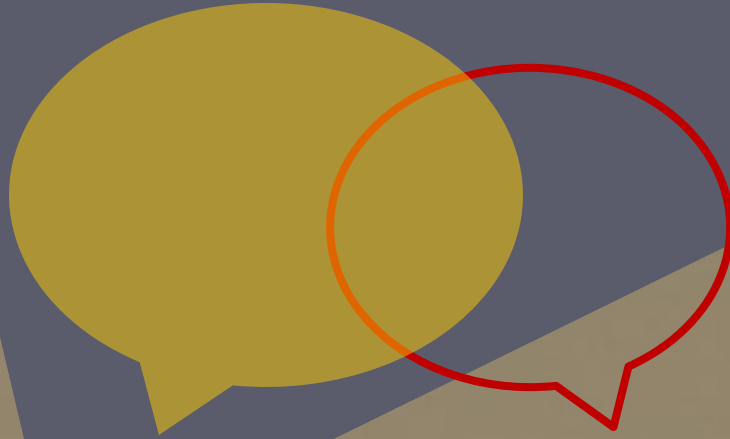


BUSINESS DRIVERS FROM PLANS



- ▶ Increase **public access** to court information and services online
- ▶ Harness **new technologies** for operational efficiencies
- ▶ Improve **physical and data security** along with formal business continuity for essential services

BUSINESS DRIVERS FROM PLANS



- ▶ Improve/Expand **justice integration** and electronic information exchanges, especially with local justice partners
- ▶ Invest in **workforce**, communications, and work environment (#1 in Maricopa)
- ▶ **Expand use of video** for security, court proceedings, public outreach, & training

BUSINESS DRIVERS FROM PLANS

- ▶ Increase payment options and improve collections
- ▶ Pilot or expand problem-solving courts
- ▶ Upgrade or replace ageing infrastructure and software
- ▶ Numerous one-off items



Court Technology Trends

- ▶ Past emphasis on **out-of-support** operating systems, office productivity tools, and database management tools leading to **improvements in recency of infrastructure and software items**
 - **Gaps will widen again** as EA targets get updated in FY18
 - Slight reduction in **side financial programs** again this year
 - **“Dave’s Program”** in Greenlee continues to survive on new O/S
- ▶ Non-ACAP courts creating projects for **audit scans and remediation** this year in addition to usual **COOP**
- ▶ Desire to get/share **digitized materials** including e-filing, local public access solutions, online fillable forms, backscanning historical docs – balance rapidly tipping toward digital input
 - **Workflow software** still interesting at GJ level, especially in OnBase
 - **eCitation** very clearly now the norm for handling citation load
 - **Disconnected scanning** at 59 LJ courts being replaced at AJACS adoption

Ageing Software Details*

Product/Release	Mainstream Lost	All Support Lost	Replacement
Windows 2003 s	7/13/2010	7/14/2015	Windows 2008R2 s
SQL 2000 s	4/8/2008	4/9/2013	SQL 2005 s
SQL 2005 s	4/12/2011	4/12/2016	SQL 2008 s
Windows Vista SP2	4/10/2012	4/11/2017	Windows 7/8.1
Windows 7 SP1	1/13/2015	1/14/2020	Windows 10
Office 2003	4/14/2009	4/8/2014	Office 2016
Visual Studio 2005	4/12/2011	4/12/2016	Visual Studio 2013
Windows 8.1	1/9/18	1/10/23	Windows 10

* Dates according to Microsoft product lifecycle support website

Court Technology Trends

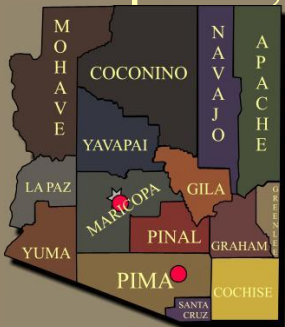
- ▶ Local **video projects still** growing in number, though most in concept stage, motivation is addressing LEP, court reporting shortages, making court friendlier for users, training clerks
 - IA demands within county continue to grow
 - Navajo pilot to connect to ADOC facility
 - Already seeing associated bandwidth/traffic priority impacts
- ▶ Courtroom **audio/video refreshes** underway; plans in place to expand reach and coverage, including **remote interpreters** in rural superior courts
- ▶ More courts pursuing “**call out**” **systems** to reduce FTAs and FTPs
 - Concern growing re: impact of new federal rules

Court Technology Trends (cont'd)

- ▶ Continued production file transfers using **FTP/SFTP** vs. **MQ**
 - TAC needs to convey a clear message about the standard and reasoning
- ▶ More courts pursuing **local resources for custom reports**, generally in support of caseflow time stds and dashboards
 - Retooling from Crystal to SSRS reports continues
- ▶ Continued turnover of local court technology resources; most project end dates getting extended
 - **Project numbers hard to compare due to “lite” approach**
- ▶ **Common items** for nearly every court/county I won't cover
 - Website updates and Web-based information for the public about court services, processes, and forms; audio/video refreshes; JOLTSaz implementations

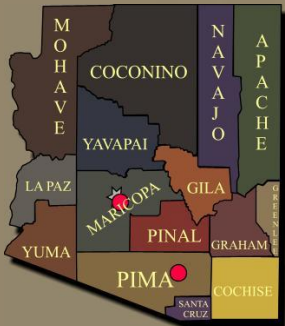
COCHISE COUNTY COURTS

- ▶ Desire full e-filing of civil cases and enhancing public access to older documents; LJs desire **electronic reporting to DPS**
- ▶ Reduce physical records storage needs; improve records exchange
- ▶ Implement 2FID electronic fingerprinting; replace additional Juv Prob devices w/ State PCs & Office 365
- ▶ Implemented eBench
- ▶ Upgraded **videoconferencing** equipment; expanded remote interpreter technology at superior court
- ▶ Bowie adding network bandwidth through GovNet solution
- ▶ **Risk:** APO has **retirement items** with no plans to replace or update; **outside financial programs** at most LJs
data will not be converted to AJACS



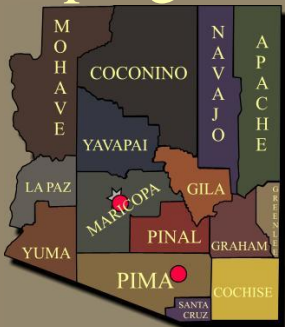
GRAHAM COUNTY COURTS

- ▶ Implementing statewide courthouse security standards; adding more video surveillance and recording ability
- ▶ Continuing to improve courtroom infrastructure to accommodate videoconferencing and remote video interpreting
- ▶ Successfully exercised business continuity plan following October 2016 Safford courthouse flood
- ▶ JP#1 adopted OnBase disconnected scanning vs. standalone
- ▶ **Risk:** Some LJ courts use **local forms package** (OMNI forms)
 - Will have to transition to AJACS forms at conversion



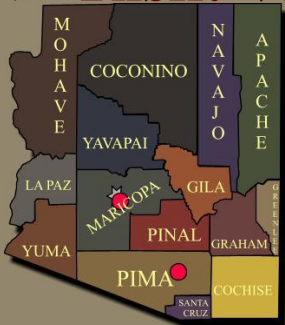
GREENLEE COUNTY COURTS

- ▶ Using videoconferencing to reduce travel and address resource shortages; planning to better preserve older audio records
- ▶ Planning to work with county justice partners to eliminate re-keying of criminal data
- ▶ Continuing to improve physical security in superior court + JP#1
- ▶ Obtained ACAP laptops as part of BCDR plan
- ▶ Installed Wi-Fi in superior court courthouse for attorney use
- ▶ **Risk:** No LJ court input to plan; local “**Dave’s Program**” still in use for Probation financials – move to commercially supported program to ensure continued support



LA PAZ COUNTY COURTS

- ▶ Continuing to pursue comprehensive **paperless court** operations
 - Electronic records transfers to COA1 and then to other courts
 - EDMS, standardized forms, e-Payment, e-Citation, eAccess
- ▶ Desire to add a court reporter on staff
- ▶ Pursuing **Jury+ upgrade** to obtain automated noticing of jurors
- ▶ Installed wireless routers to enable court-to-court videoconferencing
- ▶ Cleaned up superior court data using AJACS reports
- ▶ Limited jurisdiction courts began destruction of files beyond retention; migrated to nCourt for payments; installed printers on bench for IA forms
- ▶ **Risk: Windows 8.1 FTR PCs** reported but \$\$ to replace



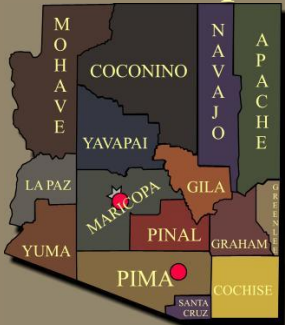
MARICOPA COUNTY GJ/MCJC

- ▶ Maximize limited resources and use creative management to address workforce needs
- ▶ Focus on digitization, internal and external information sharing, and electronic access to court and public records
- ▶ Continuing ICIS Next Generation CMS development; implemented statewide pretrial risk assessment in iCIS
- ▶ Clerk enhanced credit card receipting and integrated sentencing orders with iCISng via e-Filing; continued RFR replacement project
- ▶ Established video appearance center for all 26 justice courts to virtually eliminate in-custody defendants
- ▶ **Risk:** Wide range of **retirement items still in production** use; lack of detail on huge **iCISng project** running since FY07



MARICOPA COUNTY LJ COURTS

- ▶ **Chandler** completed interfaces for eCitation and photo enforcement; exploring EDMS option with City
- ▶ **Gilbert** restored CPOR interface; expanding FullCourt EDMS solution
- ▶ **Glendale** implemented Ansible call-out system; continued AJACS preparations
- ▶ **Mesa** restored some eServices; completed CPOR interface; working on FARE
- ▶ **Phoenix** continued huge CMS modernization / JAM-to-Panther code migration
- ▶ **Scottsdale** set up time payment plan defendants with recurring electronic billing; received authorization to destroy paper in open cases under ACJA 1-507
- ▶ **Tempe** made numerous CMS and public access site updates to address changes in legislation and rules; still lacking statewide interfaces
- ▶ **Risks:** Mesa, Tempe, Gilbert FARE interfaces still lacking; local app development; many courts/depts still relying on **FTP for scheduled file transfers**



MOHAVE COUNTY COURTS

- ▶ Expand community outreach efforts, create videos to explain court processes, enhance public websites to focus on frequent services
- ▶ Expand integration with justice partners; adopt e-filing; increase public access to electronic court records.
- ▶ Improve case management and jury management practices; reduce disposition transfer times; make use of workflow and automated performance measures while increasing quality assurance practices.
- ▶ Upgrading Jury+ and **creating new application** to track payments made in LJ courts
- ▶ Implemented eBench for all superior court judges; began providing remote interpreter services at all courts' front counters
- ▶ Convinced audio recording vendor to become Windows 10 compliant
- ▶ **Risk:** Pursuing superior court **workflow solution** outside AJACS; local app development with high number of **bolt-on apps**

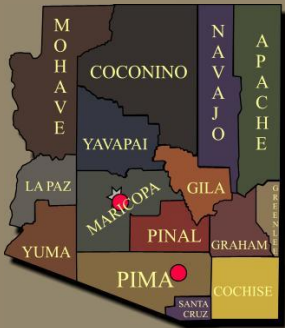


- ▶ Applications and data outside AZTEC will not be converted to AJACS
- ▶ Another FTP/SFTP production transfer site



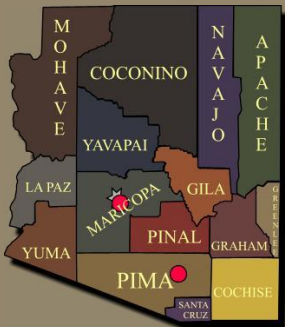
NAVAJO COUNTY COURTS

- ▶ Grow the Adult Drug Court Program and further develop Early Resolution Court
- ▶ Participate in pilot program with Dept. of Corrections for video court appearances by inmates
- ▶ Exploring migration from Polycom system to Lync solution for administrative video needs
- ▶ Planning to expand videoconferencing to more appearance types in justice courts and into Juvenile Detention
- ▶ Addressed Kofax card EA issue with redesign; now pursuing paperless superior court operations
- ▶ **Risk:** Little IT support for courts; unclear scope of “paperless” operations in plan



PIMA COUNTY COURTS

- ▶ Continue development of functional enhancements for AGAVE CMS; extend eBench to juvenile bench
- ▶ Continue eUniversa integration for Agave, expand e-filing to all case types and integrate e-filing access points; revamp case initiation for e-filed cases
- ▶ Provide secure, cloud-hosted e-mail for Superior Court judicial staff and migrate staff to Office 365 and Windows 10; expand Agave's ability to send automated notices and e-mails
- ▶ Implemented CylancePROTECT anti-malware solution
- ▶ Clerk upgraded EDocs to increase functionality, implemented EZ-Q marriage license printing function to eliminate pre-printed forms, and replaced or upgraded all image storage hardware for Agave and eBench
- ▶ Numerous Juvenile Court projects to improve integration w/ partners



PIMA COUNTY LJ COURTS

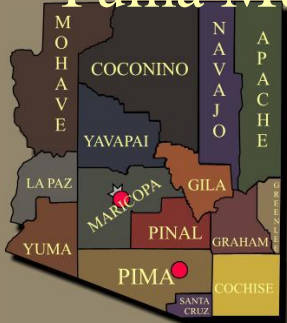
- ▶ Tucson continues to improve FARE collections practices and implement on-demand disaster recovery strategy to minimize downtime
- ▶ PCCJC focusing efforts on improving disposition reporting, warrant reporting, and data transfers with justice partners
- ▶ Tucson replaced legacy AIX servers with Windows servers housed in City data center, all desktop computers more than 5 years old, and all remaining WordPerfect software.
- ▶ PCCJC completed FARE interface and automated TIP reconciliation in Agave, automated MVD data transfers, installed an MVD kiosk for public use, and performed a desktop equipment and web server refresh
- ▶ **Risk (for all): Still some out-of-support DBMSs and O/Ss**
 - Almost all courts/depts still relying on **FTP for scheduled file transfers**

Other projects in place to replace end-of-life hardware and software



YUMA COUNTY COURTS

- ▶ Improve case processing using **workflow**, performance measures, and automated ticklers; continue to digitize entire court environment including court reporter notes
- ▶ Implement eBench and e-Filing, automated notifications, and expand online payment options
- ▶ Plan to relocate JP#1 and establish new superior court division
- ▶ Installed secure public and attorney wireless at Yuma Superior, Justice Court, and Municipal Court
- ▶ Added offsite data replication location and dedicated communication line to it from superior court
- ▶ Addressed all **retirement items** in previous plan
- ▶ **Risk: QuickBooks use** in Probation & Clerk's Office; Yuma Muni **EDMS pursuit** requires exception if not OnBase; **AJACS only integrates with OnBase**



County & “Lite” Plans Submittal Timeline

